Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**FCR Total**
Public Safety	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	1 0	1 0	2 0
		Martin Gonzalez	0 0	3 3	0 0	3 3
		Tony Larsen	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	8 3	2 0	10 3
	Application Support	Austin Haws	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Joshua Furgason	2 2	1 1	0 0	3 3
		Scott Wunderlich	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	18 17	0 0	18 17
		Assigned to Individual Total	2 2	21 18	0 0	23 20

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Dale Hicks	1 0	1 0	1 0	3 0
		Mike Tyrrell	0 0	1 0	1 0	2 0
		Patrick Funk	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	3 0	2 0	8 0
	Help Desk	Brenda Treadway	0 0	5 5	0 0	5 5
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	1 1	3 3	0 0	4 4
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	13 12	0 0	13 12
		Assigned to Individual Total	1 1	31 29	0 0	32 30
	Metro C Desktop Support	Tammy Black	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Bill Hall	0 0	83 49	0 0	83 49
		Chris Olson	0 0	1 1	0 0	1 1
		Cindy Romrell	0 0	188 185	1 0	189 185
		Assigned to Individual Total	0 0	272 235	1 0	273 235
	Metro C West Desktop Support	Brian Bobo	0 0	3 3	0 0	3 3
		Jared B Jensen	0 0	4 4	0 0	4 4
		Torrens Arnold	0 0	20 20	0 0	20 20
		Tyson Wall	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	33 33	0 0	33 33
	Rural Central Desktop Support	Gerald Adams	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0

Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural South Desktop Support	Lance Nay	0 0	2 2	0 0	2 2
		Silas Aitchison	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Dustin Crump	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	10 10	0 0	10 10
		Assigned to Individual Total	0 0	10 10	1 0	11 10
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Wireless Services	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Assigned Group Total		6 3	394 332	6 0	406 335
Customer Company Total			6 3	394 332	6 0	406 335

Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Public Safety	Application Services	Danielle Hood	0 / 0	3 / 3	0 / 0	3 / 3
		Dustin Crump	0 / 0	1 / 1	1 / 0	2 / 1
		Martin Gonzalez	0 / 0	3 / 2	0 / 0	3 / 2
		Tony Larsen	0 / 0	1 / 1	1 / 0	2 / 1
		Assigned to Individual Total	0 / 0	8 / 7	2 / 0	10 / 7
	Application Support	Austin Haws	0 / 0	1 / 1	0 / 0	1 / 1
		Assigned to Individual Total	0 / 0	1 / 1	0 / 0	1 / 1
	Capitol Desktop Support	Joshua Furgason	2 / 0	1 / 0	0 / 0	3 / 0
		Scott Wunderlich	0 / 0	2 / 1	0 / 0	2 / 1
		Tom Hanson	0 / 0	18 / 1	0 / 0	18 / 1
		Assigned to Individual Total	2 / 0	21 / 2	0 / 0	23 / 2

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Dale Hicks	1 0	1 0	1 0	3 0
		Mike Tyrrell	0 0	1 0	1 0	2 0
		Patrick Funk	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	3 1	2 0	8 1
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	1 0	3 0	0 0	4 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	13 1	0 0	13 1
		Assigned to Individual Total	1 0	31 1	0 0	32 1
	Metro C Desktop Support	Tammy Black	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Bill Hall	0 0	83 3	0 0	83 3
		Chris Olson	0 0	1 0	0 0	1 0
		Cindy Romrell	0 0	188 2	1 0	189 2
		Assigned to Individual Total	0 0	272 5	1 0	273 5
	Metro C West Desktop Support	Brian Bobo	0 0	3 0	0 0	3 0
		Jared B Jensen	0 0	4 0	0 0	4 0
		Torrens Arnold	0 0	20 0	0 0	20 0
		Tyson Wall	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	33 0	0 0	33 0
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural South Desktop Support	Lance Nay	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Dustin Crump	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	10 3	0 0	10 3
		Assigned to Individual Total	0 0	10 3	1 0	11 3
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 0	0 0	1 0

Public Safety

			High	Low	Medium	MIR Total
Public Safety	Wireless Services	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Assigned Group Total		6 0	394 21	6 0	406 21
Customer Company Total			6 0	394 21	6 0	406 21

Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Services	Danielle Hood	0 0.00	3 25.92	0 0.00	3 25.92
		Dustin Crump	0 0.00	1 54.79	1 0.00	2 27.40
		Martin Gonzalez	0 0.00	3 65.00	0 0.00	3 65.00
		Tony Larsen	0 0.00	1 5.83	1 0.00	2 2.91
		Assigned to Individual Total	0 0.00	8 41.67	2 0.00	10 33.34
	Application Support	Austin Haws	0 0.00	1 1.20	0 0.00	1 1.20
		Assigned to Individual Total	0 0.00	1 1.20	0 0.00	1 1.20
	Capitol Desktop Support	Joshua Furgason	2 0.00	1 0.87	0 0.00	3 0.29
		Scott Wunderlich	0 0.00	2 0.87	0 0.00	2 0.87
		Tom Hanson	0 0.00	18 0.12	0 0.00	18 0.12

Public Safety

Public Safety			High	Low	Medium	ATTIR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	2 0.00	21 0.23	0 0.00	23 0.21
	Capitol Hosting	Curtis Parker	0 0.00	1 11.64	0 0.00	1 11.64
		Dale Hicks	1 0.16	1 0.19	1 0.05	3 0.13
		Mike Tyrrell	0 0.00	1 0.00	1 0.22	2 0.11
		Patrick Funk	2 0.29	0 0.00	0 0.00	2 0.29
		Assigned to Individual Total	3 0.25	3 3.94	2 0.13	8 1.61
	Help Desk	Brenda Treadway	0 0.00	5 0.02	0 0.00	5 0.02
		Eileen Dubach	0 0.00	3 0.03	0 0.00	3 0.03
		James Stearns	1 0.00	3 0.20	0 0.00	4 0.15
		Julie VanBeekum	0 0.00	6 0.02	0 0.00	6 0.02
		Sarah Johnson	0 0.00	1 0.01	0 0.00	1 0.01
		Vicky Marrelli	0 0.00	13 0.18	0 0.00	13 0.18
		Assigned to Individual Total	1 0.00	31 0.11	0 0.00	32 0.10
	Metro C Desktop Support	Tammy Black	0 0.00	1 0.00	0 0.00	1 0.00

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	83 0.09	0 0.00	83 0.09
		Chris Olson	0 0.00	1 0.00	0 0.00	1 0.00
		Cindy Romrell	0 0.00	188 0.02	1 0.00	189 0.02
		Assigned to Individual Total	0 0.00	272 0.05	1 0.00	273 0.04
	Metro C West Desktop Support	Brian Bobo	0 0.00	3 0.00	0 0.00	3 0.00
		Jared B Jensen	0 0.00	4 0.00	0 0.00	4 0.00
		Torrens Arnold	0 0.00	20 0.00	0 0.00	20 0.00
		Tyson Wall	0 0.00	6 0.01	0 0.00	6 0.01
		Assigned to Individual Total	0 0.00	33 0.00	0 0.00	33 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	0 0.00	1 0.40	0 0.00	1 0.40

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.10	0 0.00	1 0.10
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Silas Aitchison	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	0 0.00	4 0.05	0 0.00	4 0.05
	Strategic Communications	Luis Larios	0 0.00	1 1.23	0 0.00	1 1.23
		Assigned to Individual Total	0 0.00	1 1.23	0 0.00	1 1.23
	Technical Lead/Project Manager	Dustin Crump	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	0 0.00	10 0.53	0 0.00	10 0.53
		Assigned to Individual Total	0 0.00	10 0.53	1 0.00	11 0.48
	Voice Operations	Gail Christiansen	0 0.00	2 0.59	0 0.00	2 0.59
		Romanza Hamblin Sorensen	0 0.00	2 0.08	0 0.00	2 0.08
		Assigned to Individual Total	0 0.00	4 0.33	0 0.00	4 0.33
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	0 0.00	1 0.07	0 0.00	1 0.07

Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Wireless Services	Paul Gustin	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Assigned Group Total		6 0.12	394 0.95	6 0.04	406 0.93
Customer Company Total			6 0.12	394 0.95	6 0.04	406 0.93

Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Services	Danielle Hood	0 0	3 3	0 0	3 3
		Dustin Crump	0 0	1 1	1 0	2 1
		Martin Gonzalez	0 0	3 2	0 0	3 2
		Tony Larsen	0 0	1 1	1 0	2 1
		Assigned to Individual Total	0 0	8 7	2 0	10 7
	Application Support	Austin Haws	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Joshua Furgason	2 0	1 0	0 0	3 0
		Scott Wunderlich	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	18 2	0 0	18 2
		Assigned to Individual Total	2 0	21 2	0 0	23 2

Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Dale Hicks	1 0	1 0	1 0	3 0
		Mike Tyrrell	0 0	1 0	1 1	2 1
		Patrick Funk	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	3 1	2 1	8 2
	Help Desk	Brenda Treadway	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	1 0	3 0	0 0	4 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	13 0	0 0	13 0
		Assigned to Individual Total	1 0	31 0	0 0	32 0
	Metro C Desktop Support	Tammy Black	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Bill Hall	0 0	83 0	0 0	83 0
		Chris Olson	0 0	1 0	0 0	1 0
		Cindy Romrell	0 0	188 1	1 0	189 1
		Assigned to Individual Total	0 0	272 1	1 0	273 1
	Metro C West Desktop Support	Brian Bobo	0 0	3 0	0 0	3 0
		Jared B Jensen	0 0	4 0	0 0	4 0
		Torrens Arnold	0 0	20 0	0 0	20 0
		Tyson Wall	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	33 0	0 0	33 0
	Rural Central Desktop Support	Gerald Adams	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Lori Hartzell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Doug Thornton	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Rural South Desktop Support	Lance Nay	0 0	2 0	0 0	2 0
		Silas Aitchison	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Dustin Crump	0 0	0 0	1 1	1 1
		Martin Gonzalez	0 0	10 10	0 0	10 10
		Assigned to Individual Total	0 0	10 10	1 1	11 11
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Wireless Services	Paul Gustin	0 0	1 1	0 0	1 1

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Wireless Services	**Assigned to Individual Total**	0 0	1 1	0 0	1 1
	Assigned Group Total		6 0	394 24	6 2	406 26
Customer Company Total			6 0	394 24	6 2	406 26

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Public Safety	Application Services	Danielle Hood	0 0.00	3 32.71	0 0.00	3 32.71
		Dustin Crump	0 0.00	1 54.85	1 1.69	2 28.27
		Martin Gonzalez	0 0.00	3 117.67	0 0.00	3 117.67
		Tony Larsen	0 0.00	1 13.47	1 2.10	2 7.79
		Assigned to Individual Total	0 0.00	8 64.93	2 1.89	10 52.32
	Application Support	Austin Haws	0 0.00	1 7.84	0 0.00	1 7.84
		Assigned to Individual Total	0 0.00	1 7.84	0 0.00	1 7.84
	Capitol Desktop Support	Joshua Furgason	2 0.00	1 0.93	0 0.00	3 0.31
		Scott Wunderlich	0 0.00	2 2.02	0 0.00	2 2.02
		Tom Hanson	0 0.00	18 2.81	0 0.00	18 2.81

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Desktop Support	**Assigned to Individual Total**	2 0.00	21 2.65	0 0.00	23 2.42
	Capitol Hosting	Curtis Parker	0 0.00	1 11.64	0 0.00	1 11.64
		Dale Hicks	1 0.31	1 0.20	1 0.07	3 0.19
		Mike Tyrrell	0 0.00	1 0.00	1 5.98	2 2.99
		Patrick Funk	2 0.80	0 0.00	0 0.00	2 0.80
		Assigned to Individual Total	3 0.63	3 3.95	2 3.02	8 2.47
	Help Desk	Brenda Treadway	0 0.00	5 0.02	0 0.00	5 0.02
		Eileen Dubach	0 0.00	3 0.03	0 0.00	3 0.03
		James Stearns	1 0.00	3 0.30	0 0.00	4 0.20
		Julie VanBeekum	0 0.00	6 0.21	0 0.00	6 0.21
		Sarah Johnson	0 0.00	1 2.97	0 0.00	1 2.97
		Vicky Marrelli	0 0.00	13 0.60	0 0.00	13 0.60
		Assigned to Individual Total	1 0.00	31 0.45	0 0.00	32 0.43
	Metro C Desktop Support	Tammy Black	0 0.00	1 0.00	0 0.00	1 0.00

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Desktop Support	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	83 0.54	0 0.00	83 0.54
		Chris Olson	0 0.00	1 0.58	0 0.00	1 0.58
		Cindy Romrell	0 0.00	188 0.40	1 0.00	189 0.40
		Assigned to Individual Total	0 0.00	272 0.44	1 0.00	273 0.44
	Metro C West Desktop Support	Brian Bobo	0 0.00	3 0.00	0 0.00	3 0.00
		Jared B Jensen	0 0.00	4 0.00	0 0.00	4 0.00
		Torrens Arnold	0 0.00	20 0.00	0 0.00	20 0.00
		Tyson Wall	0 0.00	6 0.03	0 0.00	6 0.03
		Assigned to Individual Total	0 0.00	33 0.01	0 0.00	33 0.01
	Rural Central Desktop Support	Gerald Adams	0 0.00	2 4.55	0 0.00	2 4.55
		Assigned to Individual Total	0 0.00	2 4.55	0 0.00	2 4.55
	Rural North Desktop Support	Lori Hartzell	0 0.00	1 0.98	0 0.00	1 0.98
		Assigned to Individual Total	0 0.00	1 0.98	0 0.00	1 0.98

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural South Desktop Support	Doug Thornton	0 0.00	1 0.10	0 0.00	1 0.10
		Lance Nay	0 0.00	2 0.00	0 0.00	2 0.00
		Silas Aitchison	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	4 0.06	0 0.00	4 0.06
	Strategic Communications	Luis Larios	0 0.00	1 8.52	0 0.00	1 8.52
		Assigned to Individual Total	0 0.00	1 8.52	0 0.00	1 8.52
	Technical Lead/Project Manager	Dustin Crump	0 0.00	0 0.00	1 20.54	1 20.54
		Martin Gonzalez	0 0.00	10 85.33	0 0.00	10 85.33
		Assigned to Individual Total	0 0.00	10 85.33	1 20.54	11 79.44
	Voice Operations	Gail Christiansen	0 0.00	2 0.59	0 0.00	2 0.59
		Romanza Hamblin Sorensen	0 0.00	2 0.26	0 0.00	2 0.26
		Assigned to Individual Total	0 0.00	4 0.43	0 0.00	4 0.43
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	1 0.15	0 0.00	1 0.15

Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Wireless Services	Paul Gustin	0 0.00	1 50.59	0 0.00	1 50.59
		Assigned to Individual Total	0 0.00	1 50.59	0 0.00	1 50.59
	Assigned Group Total		6 0.32	394 4.23	6 5.06	406 4.18
Customer Company Total			6 0.32	394 4.23	6 5.06	406 4.18

Public Safety

Detail

INC000000605323	Cherie Ertel	Application	Reporting	Gmail		TIR Missed: Yes	6.55
Application Services	Martin Gonzalez	Public Safety	Low	Closed		TTR Missed: Yes	137.56
INC000000605367	Ellen Obray	None	None	None		TIR Missed: Yes	1.20
Application Support	Austin Haws	Public Safety	Low	Closed		TTR Missed: Yes	7.84
INC000000609252	Rey Thompson	Application	None	Gmail		TIR Missed: Yes	1.01
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	139.20
INC000000609545	Jim Matthies	Application	None	Postini		TIR Missed: Yes	188.45
Application Services	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	215.45
INC000000609852	Rey Thompson	None	None	Gmail		TIR Missed: No	0.00
Technical Lead/Project Manager	Dustin Crump	Public Safety	Medium	Closed		TTR Missed: Yes	20.54
INC000000610575	Rey Thompson	Application	None	Gmail		TIR Missed: No	0.00
Application Services	Tony Larsen	Public Safety	Medium	Resolved		TTR Missed: No	2.10
INC000000610807	Nancy Sanchez	Application	None	Gmail		TIR Missed: Yes	1.60
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	7.49
INC000000612301	Ryan Longman	Application	Reporting	Gmail		TIR Missed: No	0.00
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	6.09
INC000000612969	Jacob Jackson	Application	Error	Gmail		TIR Missed: No	0.41
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed		TTR Missed: Yes	30.08
INC000000613329	Michael Young	Application	Error	Gmail		TIR Missed: Yes	62.63
Application Services	Danielle Hood	Public Safety	Low	Closed		TTR Missed: Yes	62.63
INC000000614034	Robert Nelson	Network	Password	None		TIR Missed: Yes	1.06
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	1.06
INC000000614554	Gina Mcneil	Application	Password	Gmail		TIR Missed: No	0.00
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	7.42
INC000000614709	Paul Kotter	Application	Reporting	Gmail		TIR Missed: Yes	54.79
Application Services	Dustin Crump	Public Safety	Low	Closed		TTR Missed: Yes	54.85
INC000000614780	Laconna Davis	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
Wireless Services	Paul Gustin	Public Safety	Low	Closed		TTR Missed: Yes	50.59
INC000000615456	Mary Lucas	Application	Error	Gmail		TIR Missed: Yes	1.25
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	154.32
INC000000615659	Jim Lloyd	Application	None	Gmail		TIR Missed: No	0.74
Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved		TTR Missed: Yes	109.08

Public Safety

INC000000616658	Geri Tew	Application	None	Gmail		TIR Missed: No	0.13
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: Yes	108.60
INC000000616856	Mechelle Miller	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.10
INC000000616924	Jim Lloyd	None	None	None		TIR Missed: No	0.10
	Rural South Desktop Support	Doug Thornton	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000616932	Robb Telford	Application	Error	Gmail		TIR Missed: No	0.07
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: Yes	145.38
INC000000617101	Kris Repp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	4.18
INC000000617278	Jim Lloyd	Application	Error	Gmail		TIR Missed: No	0.11
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: Yes	145.65
INC000000617911	Bianca Velasquez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: Yes	12.38
INC000000618261	Todd Gold	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.35
INC000000618271	Kathy Whicker	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000618317	Randy Linke	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000618320	Bruce Brown	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000618323	Todd Royce	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000618326	Donald Barry	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000618333	Todd Royce	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000618478	Lori Haws	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000618505	Charles Collett	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000618523	Miya Finney	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000618574	Ron Hindmarsh	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618615	John Fairbanks	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.05

INC000000618636	Kimberly Giles	PC/Laptop	Error	None	TIR Missed: Yes	1.27
Capitol Desktop Support		Scott Wunderlich	Public Safety	Low	Closed	TTR Missed: No	2.48

INC000000618760	Curtis Shields	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618761	Romeo Martinez	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618765	Rick Shrader	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618807	Tara Behunin	PC/Laptop	Error	None	TIR Missed: Yes	1.52
Help Desk		Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	1.52

INC000000618809	Tara Behunin	PC/Laptop	Error	None	TIR Missed: Yes	1.49
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.49

INC000000618850	Elizabeth Stanley	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618893	Tonya Day	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618896	Justin Dial	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000618929	Kellie Oaks	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000619025	Robert Nelson	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: Yes	70.29

INC000000619081	Allison Unsworth	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support		Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000619123	Lori Haws	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000619156	Jacob Dunn	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

INC000000619225	Beverly Edmundson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.17

Public Safety

INC000000619249	Tara Behunin	PC/Laptop	Error	None		TIR Missed: No	0.47
	Capitol Desktop Support	Scott Wunderlich	Public Safety	Low	Closed	TTR Missed: No	1.56
INC000000619290	Kim Petersen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619333	Stephen Bevan	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619393	Ralph Earl	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619416	Sandra Pratt	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619455	Toynet Sharp	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619466	Jalaine Hawkes	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619480	Jason Robb	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.09
INC000000619485	Connie Simper	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000619501	John Hubbard	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000619607	Devan Covarrubias	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619625	Lynda Bishop	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.30
INC000000619750	Nathan Long	None	None	Gmail		TIR Missed: No	0.40
	Rural North Desktop Support	Lori Hartzell	Public Safety	Low	Closed	TTR Missed: No	0.98
INC000000619776	Scott Pruden	Application	Error	Gmail		TIR Missed: Yes	3.07
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.07
INC000000619784	Melanie Monroe	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.07
	Voice/Data/WAN Services	Mike Johnson	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000619810	Kathy Hessheimer	Application	Password	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000619868	Jason Chapman	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000619873	Valerie Webster	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619946	Jana Demille	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619976	John Holt	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619980	Pam Russell	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619986	Marge Dalton	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000619988	Juliann Kobs	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620014	Whitney Liddiard	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620022	Trisha Solvason	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620055	Kathy Hessheimer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620066	Todd Holbrook	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620088	Kimberlee Barnes	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.39
INC000000620125	Paige Kirby	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620126	Ryan Williams	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000620147	Stacy Debban	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620187	Jed Jorgenson	Application	None	Gmail	TIR Missed: No	0.73
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.73
INC000000620194	Colleen Strong	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620230	Whitney Liddiard	Application	None	Gmail	TIR Missed: No	0.21
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.28

Public Safety

INC000000620272	Michelle Hunt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620274	Eric Martineau	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000620326	Marc Atkinson	Application	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620332	Shirley Jones	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620408	Brian Speelman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620424	Janet Read	Application	Reporting	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000620477	Chris Kooring	None	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Public Safety	Low	Closed	TTR Missed: No	0.58
INC000000620491	Nathan Long	None	None	Gmail	TIR Missed: Yes	1.98
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.37
INC000000620666	Ken Barton	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620724	Magie Bode	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620744	Joe Kros	None	None	None	TIR Missed: Yes	11.64
	Capitol Hosting	Curtis Parker	Public Safety	Low	Closed	TTR Missed: Yes	11.64
INC000000620754	Ken Barton	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620770	Dane Barker	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620786	Evan Haslam	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620797	Mindy Harbrecht	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620829	David Popelmayer	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.96
INC000000620861	Katherine Parke	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08

Public Safety

INC000000620877	Colleen Strong	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000620896	Susan Brown	Application	Error	Gmail		TIR Missed: Yes	6.76
Application Services		Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	6.80
INC000000620964	Lillian Parr	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000620994	Chris Fielding	Application	Reporting	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000621049	Katharine Reiter	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621286	Jill Reed	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support		Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621311	Michelle Hunt	None	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621337	Nolan Mitchell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621368	Jared Garcia	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621399	Laurie Hytry	None	None	None		TIR Missed: No	0.00
Application Services		Dustin Crump	Public Safety	Medium	Closed	TTR Missed: No	1.69
INC000000621475	Lynne Criddle	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621480	Joyce Dransfield	None	None	Utah Drivers License System		TIR Missed: No	0.06
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000621535	Stephen Bevan	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621554	Ty Bailey	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.71
INC000000621567	Chad Grundy	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621573	Sandra Nourse	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.35
INC000000621625	Nancy Sanchez	None	None	Gmail		TIR Missed: Yes	5.83
Application Services		Tony Larsen	Public Safety	Low	Resolved	TTR Missed: Yes	13.47

Public Safety

INC000000621658	Jacqueline Lairson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621664	Lisa Hamilton	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.13
INC000000621813	Marge Dalton	Telecom	Call/Receive	Telephone		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Public Safety	Low	Closed	TTR Missed: No	0.24
INC000000621855	Jeanette Lopez	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621885	Laurie Hytry	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Medium	Closed	TTR Missed: No	0.00
INC000000621968	Marcie Eaton	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621969	Leonard G Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000621975	Jana Demille	Application	None	Gmail		TIR Missed: Yes	1.18
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	1.18
INC000000621986	Gary Mower	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000622022	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000622086	Nicholas Napierski	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000622107	Sam Peck	Application	Error	Commercial Drivers License		TIR Missed: No	0.22
	Capitol Hosting	Mike Tyrrell	Public Safety	Medium	Closed	TTR Missed: Yes	5.98
INC000000622165	Jake Unguren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.24
INC000000622171	Ron Hindmarsh	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000622187	Joyce Dransfield	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000622235	Janet Read	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000622242	Melinda Stephens	None	None	Content Manager		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000622283	Becky McDaniel	Application	Reporting	Gmail		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.04
INC000000622464	Jared Hayes	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622578	Michelle McLaughlin	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622580	Rudy Taylor	Application	Password	None		TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622591	Sandra Pratt	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.56
INC000000622623	Joe Kros	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.03
INC000000622685	Jill Reed	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622686	Stephanie Merritt	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622715	Jaye Christensen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622730	Kendra Remington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622742	Geina Foldesi	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622773	Becky Jones	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622784	Shannon Collins	Network	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622849	Tiphanie Clark	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000622984	Trisha Solvason	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000623002	Trisha Solvason	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000623009	Sam Peck	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.37

Public Safety

INC000000623031	Marcy Willits	None	None	Gmail	TIR Missed: No	0.52
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	2.46
INC000000623039	Michelle Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Closed	TTR Missed: No	4.83
INC000000623096	Brian Hansen	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623109	Marcy Willits	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623153	Leonard G Brown	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.07
INC000000623210	Susan Thomas	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety		Low	Closed	TTR Missed: No	1.21
INC000000623308	Rey Thompson	Application	Reporting	Remedy Service Request Mana	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623314	Rey Thompson	PC/Laptop	Error	None	TIR Missed: No	0.87
Capitol Desktop Support	Joshua Furgason	Public Safety		Low	Closed	TTR Missed: No	0.93
INC000000623416	Donna Erickson	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623428	Rhonda Treptow	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623431	Pam Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623433	Michael Miller	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623444	Randy Tallington	None	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.29
INC000000623457	Treesa Jerman	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623483	Malissa Laws	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623486	Justin Johnson	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000623487	Vickie Johnson	None	None	Gmail	TIR Missed: No	0.05
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.47

Public Safety

INC000000623488	Jake Moosman	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623490	Michael Young	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623493	Amanada Yelli	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623507	Irene Swenson	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623510	Diane Shipp	Application	Password	IManager	TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.14
INC000000623519	Leona Cover	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623528	Shannon Collins	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623550	Randy Tallington	Application	Error	Gmail	TIR Missed:	No	0.00
Help Desk		Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623567	Jason Robb	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623584	Elsha Gallegos	Application	Password	Content Manager	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623703	Amanada Yelli	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000623793	Jason Robb	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623870	Diane Shipp	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.40
INC000000623892	James Ray	Application	None	WordPerfect Office 2002	TIR Missed:	No	0.15
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.22
INC000000623957	Leona Cover	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000623989	Rich Fordham	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.45
INC000000624042	Mindy Hess	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.53

Public Safety

INC000000624068	Troy Mills	PC/Laptop	None	PGP		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624069	Boyd Cook	PC/Laptop	None	PGP		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624129	Brian Speelman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624134	Shirlene Magneson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624151	Sandra Pratt	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624155	David Popelmayer	Application	Error	Gmail		TIR Missed: Yes	8.35
Application Services	Danielle Hood	Public Safety		Low	Closed	TTR Missed: Yes	28.70
INC000000624166	Teri Phillipps	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624188	Elisha Wilson	Application	Password	Utah Master Directory		TIR Missed: No	0.20
Help Desk	Vicky Marrelli	Public Safety		Low	Closed	TTR Missed: No	0.73
INC000000624202	Michelle McLaughlin	Application	Password	Utah Master Directory		TIR Missed: No	0.33
Help Desk	Vicky Marrelli	Public Safety		Low	Closed	TTR Missed: No	1.13
INC000000624210	Judy Ainsworth	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety		Low	Closed	TTR Missed: No	0.93
INC000000624228	Nancy Locke	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624307	Sheri Pectol	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624332	Clay Morgan	Mobile Devices	Error	Gmail		TIR Missed: No	0.01
Help Desk	Sarah Johnson	Public Safety		Low	Closed	TTR Missed: No	2.97
INC000000624338	Nancy Hess	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	3.03
INC000000624381	Todd Gillis	Application	Error	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Public Safety		Low	Closed	TTR Missed: No	
INC000000624399	Michelle Owen	Application	Password	Content Manager		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000624426	Jeff Dutson	Application	None	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Public Safety		Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000624442	Robert Nelson	Application	None	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624487	Leona Cover	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624522	Nancy Hess	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624580	Michelle Hunt	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624621	Shannon Deonier	Application	Password	Content Manager	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.02
INC000000624639	Jim Lloyd	Wireless Connectivity	Error	None	TIR Missed:	No	0.10
Rural South Desktop Support	Silas Aitchison	Public Safety	Low	Resolved	TTR Missed:	No	0.16
INC000000624657	Eric Martineau	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624679	Deanna Olsen	Application	Reporting	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.02
INC000000624767	Stephen Bevan	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624808	Jason Robb	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624816	Troy Marshall	Application	Password	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624821	Bryan Gardner	Application	Error	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624829	Elizabeth Hawke	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624841	Alan Nygard	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.38
INC000000624851	Rey Thompson	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Joshua Furgason	Public Safety	High	Closed	TTR Missed:	No	0.00
INC000000624852	Jason Robb	Application	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000624869	Nancy Hess	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	2.93

Public Safety

INC000000624908	Cindy Butterfield	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	0.94
Voice Operations		Gail Christiansen	Public Safety	Low	Closed	TTR Missed:	No	0.94
INC000000624915	Ted Tingey	Network	Incident	None		TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.03
INC000000624989	Dave Tafoya	Application	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625025	Allison Unsworth	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625053	Bryan Gardner	Application	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625054	Brian Spillman	Application	Password	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625056	Matt Spillman	Application	Password	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625057	Richard Nielson	Application	Password	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625079	Lynda Bishop	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.02
INC000000625088	Ralph Earl	Application	Error	Utah Drivers License System		TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.79
INC000000625129	Jeremy Horne	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625149	Jess Anderson	Application	Error	None		TIR Missed:	No	0.00
Metro C West Desktop Support		Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625245	Lee Perry	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.30
INC000000625248	Todd Royce	PC/Laptop	Performance	None		TIR Missed:	No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	0.32
INC000000625317	Liz Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625330	Bonnie Bennett	Application	Error	Utah Drivers License System		TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000625331	Rey Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk		James Stearns	Public Safety	High	Closed	TTR Missed:	No	0.00

Public Safety

INC000000625336	Shanna Michelsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625346	Kaye Leigh Hawkins	Application	None	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625392	Jacob Dunn	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625408	Jessica Steele	Application	None	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625454	Pam Jorgenson	Application	Error	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625510	Deanne Mousley	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000625542	Michael Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625577	Toynet Sharp	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625606	Trisha Solvason	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625609	Michael Cook	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.37
INC000000625611	Sherry McCusker	None	None	Gmail	TIR Missed:	No	0.59
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.59
INC000000625730	Kevin Nielson	None	None	Gmail	TIR Missed:	Yes	1.53
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.62
INC000000625742	Robert Gray	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	4.26
INC000000625765	Janine Zumwalt	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625821	Britanie Hurd	Application	Reporting	IManager	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.33
INC000000625839	Pat Bersie	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.83
INC000000625842	Merrill Lofthouse	Application	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.68

Public Safety

INC000000625871	Leona Cover	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000625885	Katherine Harris	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.96
INC000000626017	Carla Ivie	Network	None	Gmail	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626018	Janine Zumwalt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626028	Magie Bode	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626051	Sherry McCusker	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	
INC000000626055	Sueann Crowley	Application	Password	Utah Master Directory	TIR Missed: No	0.10
Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000626066	Debbie Clark	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626077	Katherine Lawrence	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626083	Elizabeth Hawke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626115	Barry Carnahan	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626133	Teri Carter	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.06
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.13
INC000000626167	Jacob Dunn	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626232	Paul Mitchell	Application	Error	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626241	Ashley Nicholas	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626264	Elisa Farmer	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.54
INC000000626303	Gayla Quilter	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.28

Public Safety

INC000000626351	Cindee Mikesell	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000626521	Michael Calvin	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.84
INC000000626569	Trisha Solvason	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.35
INC000000626589	Elizabeth Hawke	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000626600	Claire Hermanson	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000626646	Amisha Lester	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.36
INC000000626722	John Gerlits	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626732	Janine Zumwalt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626766	John Gerlits	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626767	Jade Bills	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.32
INC000000626781	Lorna King	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626808	Alan Nygard	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626825	Sandra Pratt	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626855	Connie Simper	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626885	Lorna King	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626889	Cindy Kobs	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000626914	Suzanne Clingman	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000626949	Pat Bersie	EIS Hardware	None	None	TIR Missed: Yes	1.23
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved	TTR Missed: Yes	8.52
INC000000627033	Jennifer Yates	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000627074	Leona Cover	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000627085	Brian Keele	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000627147	Diane Norton	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.36
INC000000627161	Jacob Dunn	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000627201	Miya Finney	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.15
INC000000627311	Diane Shipp	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000627341	Denyce Petersen	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.07
INC000000627345	Melanie Monroe	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.04
INC000000627433	Nancy Hess	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.81
INC000000627494	Tonya Fischer	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	2.08
INC000000627506	Jennifer Gelston	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.82
INC000000627509	Ralph Earl	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.78
INC000000627510	Michelle Hunt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.73
INC000000627587	Andrew Pacejka	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000627622	Lynda Reinstein	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.74

Public Safety

| INC000000627705 | Staci L Parry | Application | Error | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.51 |

| INC000000627762 | Marc Atkinson | Application | Reporting | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000627766 | Andrew Pacejka | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627792 | Krystle Jaquier | Application | Reporting | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.04 |

| INC000000627817 | Jaemi Dobson | Application | Error | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.60 |

| INC000000627840 | Kaycie Deem | PC/Laptop | Performance | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.04 |

| INC000000627897 | Josh Workman | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Help Desk | | Vicky Marrelli | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000627983 | Jed Jorgenson | Application | Reporting | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628023 | Shelby Phillipps | Application | Error | Gmail | TIR Missed: | No | 0.13 |
| Help Desk | | Julie VanBeekum | Public Safety | Low | Resolved | TTR Missed: No | 0.73 |

| INC000000628031 | Rebecca Clayton | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 1.61 |

| INC000000628035 | Michelle Nelson | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Help Desk | | Vicky Marrelli | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628072 | Michelle M Nelson | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.83 |

| INC000000628110 | Sloane Petersen | Application | Error | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.18 |

| INC000000628122 | Shelby phillips | Application | Error | Gmail | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.20 |

| INC000000628129 | Todd VanBuren | Application | Error | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000628136 | Cameron Fullmer | Application | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.47 |

| INC000000628148 | John Holt | Application | Error | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.27 |

Public Safety

INC000000628208	Kade Loveland	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628250	Pat Bersie	None	None	None		TIR Missed: No	0.25
Capitol Desktop Support		Tom Hanson	Public Safety	Low	Resolved	TTR Missed: Yes	12.43
INC000000628323	Leona Cover	Application	Password	Gmail		TIR Missed: No	0.00
Metro C Help Desk		Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.03
INC000000628355	Justin Jones	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628414	Clay Morgan	Application	None	Gmail		TIR Missed: No	0.00
Application Services		Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628473	Kyleen Hoover	None	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Tammy Black	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628506	Bonnie Bennett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628508	Valerie Garrett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628539	Trisha Solvason	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628549	Kristina Johnson	None	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C West Desktop Support		Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628551	Samantha Carroll	Application	Password	Utah Master Directory		TIR Missed: No	0.40
Help Desk		James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.40
INC000000628560	Samantha Carroll	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628561	Geina Foldesi	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628584	Sandra Pratt	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628589	Roger Jensen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628628	Adam Jorgensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000628630	Clarence Smith	Application	Password	Utah Master Directory		TIR Missed: No	0.21
Help Desk		James Stearns	Public Safety	Low	Resolved	TTR Missed: No	0.21

Public Safety

| INC000000628636 | Lani Snodgrass | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628656 | Wendy Reese | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628664 | Wendy Reese | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628671 | Todd Holbrook | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628694 | Adam Jorgensen | Network | Password | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628735 | Sandra Nourse | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628757 | Allison Unsworth | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628766 | Laura Ellis | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628826 | Shannon Collins | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628834 | Ralph Earl | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628839 | Jeff Lettow | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628847 | Lani Snodgrass | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628856 | Judy Ainsworth | None | None | None | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 3.61 |

| INC000000628863 | Donna Nielsen | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628881 | Janet Read | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000628961 | Rey Thompson | None | None | None | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Joshua Furgason | Public Safety | High | Resolved | TTR Missed: No | 0.00 |

| INC000000628989 | Janet Read | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

Public Safety

INC000000629034	Laura Russell	Telecom	Hardware	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.40
INC000000629061	Cheryl C Harrison	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629069	Dale Neilson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629096	Adam Jorgensen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629121	Dale Nielson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629154	Bryan Gardner	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629198	Beatriz Malautea	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629254	Rosalie Kirk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629256	Rosalie Kirk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629257	Rosalie Kirk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629271	Carla Ivie	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629308	Bonnie Higgins	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.90
INC000000629313	Rocio Huizar	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	1.40
INC000000629321	Ralph Earl	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629346	Diane Shreeve	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629393	Charlene Hulse	Application	Error	Gmail		TIR Missed: No	0.76
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	1.08
INC000000629482	Mindy Lindquist	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000629490	Lauralee Blue	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629508	Colleen Koch	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629540	Denise Spillman	PC/Laptop	Hardware	None		TIR Missed: No	0.23
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.50
INC000000629721	Ralph Earl	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629765	Jane Perlow	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629784	Nathan Delacruz	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629965	Cecilia Walker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000629989	Cindee Mikesell	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630146	June Wells	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630163	Brian Koch	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630189	Charles Allen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630195	Lynda Bishop	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630202	Joseph Snyder	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630205	Charles Allen	None	None	Gmail		TIR Missed: No	0.22
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.22
INC000000630208	Diane Shreeve	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630216	Justin Garner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000630221	Justin Garner	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000630242	Charles Allen	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630248	Nicole Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630253	Nicole Cook	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630261	Michelle Hunt	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630274	Janine Zumwalt	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630279	Anne Terry	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630281	Kyleen Hoover	Application	None	None		TIR Missed: No	0.04
Capitol Hosting	Patrick Funk	Public Safety	High	Resolved	TTR Missed: No	0.15

INC000000630304	Christopher Caras	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630327	Rhonda Treptow	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630346	Kyleen Hoover	Application	Error	None		TIR Missed: No	0.16
Capitol Hosting	Dale Hicks	Public Safety	High	Resolved	TTR Missed: No	0.31

INC000000630387	Janine Zumwalt	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630404	Charlene Hulse	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000630435	Lillian Parr	Application	Password	Utah Master Directory	TIR Missed: No	0.09
Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.09

INC000000630445	Lucy Petersen	Application	None	None		TIR Missed: No	0.05
Capitol Hosting	Dale Hicks	Public Safety	Medium	Resolved	TTR Missed: No	0.07

INC000000630467	Elsie Langi	Server	None	None		TIR Missed: No	0.19
Capitol Hosting	Dale Hicks	Public Safety	Low	Resolved	TTR Missed: No	0.20

INC000000630495	April Gibson	None	None	None		TIR Missed: No	0.55
Capitol Hosting	Patrick Funk	Public Safety	High	Resolved	TTR Missed: No	1.44